

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Staff Assistant

Class Code: 20205

A. Purpose:

Performs clerical/secretarial support tasks such completing and processing forms; screening documents against set requirements, comparing them with established references, and verifying their accuracy and completeness; screening calls, taking messages, greeting clients, referring people; collecting and depositing fees, issuing receipts and refunds, and balancing figures on monthly reports; sorting, weighing, metering or stamping, picking up, and distributing mail; and placing orders with established vendors.

B. Distinguishing Feature:

The Staff Assistant performs clerical/secretarial support tasks within established and known systems, processes, and operations; and that are based on learned, specific guidelines that permit little deviation or change as the task is repeated and that may be limited to one activity or include a variety of basic support activities.

The Secretary performs a wide variety of clerical and office support functions and has independence to deviate or choose from defined procedures and practices.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Types letters, narratives, memos, vouchers, reports, and forms; and proofreads and alters grammar and spelling to produce accurate documents.
 - a. Copies and distributes work.
 - b. Faxes correspondence, forms, or reports.
 - c. Attends staff meetings and takes and types notes.
 - d. Prepares vouchers and distributes warrants.
2. Answers and routes telephone calls; greets and directs visitors to provide requested information or services.
 - a. Discusses available appointment times with visitors or callers.
 - b. Records appointments.
 - c. Makes travel arrangements from basic instructions.
3. Reviews routine forms, documents, or materials and notes and corrects errors to verify completeness.
4. Files and retrieves a variety of materials to maintain records.
 - a. Prepares documents for microfilming.
 - b. Microfilms documents.
5. Gathers specified information from manuals, publications, and records and organizes information into designated categories to provide a breakdown of information and assist in office activities.
 - a. Searches files or computer databases.
 - b. Reads material and selects the most appropriate information.

6. Encodes information from documents and forms to maintain and ensure accurate and complete computer records.
7. Opens and routes incoming mail; and sorts and bundles outgoing mail to ensure mail is properly handled.
 - a. Checks mail for complete and legible addresses.
 - b. Operates postage machines to affix postage to mail.
 - c. Signs for express mail or packages.
 - c. Date stamps letters, checks, forms, and other forms of mail.
 - d. Writes and sends receipts for incoming fees and/or money.
8. Checks quantities on hand and orders office supplies or equipment to ensure adequate supplies.
9. Performs other work as assigned.

D. Reporting Relationships:

Typically the incumbent does not supervise, but may provide work direction to new staff.

E. Challenges and Problems:

Challenges include becoming familiar with and remaining up-to-date on various functions of technology, office, staff, and other agencies in order to direct or transfer visitors and callers. This is difficult because of changing technology, visitors or callers may be uncertain about what they want, and the incumbent must be able to direct them as conveniently as possible.

Typical problems include meeting deadlines, distributing materials, dealing with and calming irate people, rescheduling appointments, producing accurate correspondence and documents when constantly interrupted, or missing information on documents.

F. Decision-making Authority:

Decisions regularly made are at the defined level and are within limits prescribed by the operation; choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. For example, within the limits of systems and their operation, processes and procedures, and practices and established options, positions determine the speed, methods, and timing to efficiently complete assignments. Incumbents also determine the method to compile or retrieve data, complete forms that are missing information, determine the speed with which documents are produced, or resolve inconsistencies in data. In addition, incumbents prioritize work; develop their own organization and tracking methods such as record keeping routines, internal logs or spreadsheets, tickler files and reminder notices, and the routine for locating or tracing missing documents and information; choose the correct forms and steps to accurately process an action; decide which software package and format to use depending on the nature of the document to be produced; select from established vendors or carriers depending on the need for speed and the cost; and determine the proper referral.

Decisions referred include those associated with changes in procedures and forms.

G. Contact with Others:

Daily contact with department staff, other agencies, and the public to provide or collect information. The incumbent instructs clients on how to complete forms and documents; provides information on the status of actions and requests; instructs others on the steps to follow to correct an identified, defined problem; clarifies data with other work units to correct errors detected in documents; explains why a specific action was taken; and explains forms, requirements, charges and fees, available options, policies, rules, and statutes.

H. Working Conditions:

The incumbent works in a typical office environment.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- English, spelling, and punctuation;
- basic arithmetic;
- computer software.

Ability to:

- understand office practices and procedures;
- perform assigned clerical tasks readily and adhere to prescribed departmental procedures;
- follow standard procedures or step-by-step oral and written instructions;
- operate and perform minor maintenance on various office equipment;
- establish and maintain effective working relationships with other employees and the general public;
- type, in positions requiring keyboarding.